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CONFIRMATION NO. 4362

<b>SERIAL NUMBER</b> 09/760,975	<b>FILING OR 371(c) DATE</b> 01/16/2001 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2154	<b>ATTORNEY DOCKET NO.</b> 5577- 217/RSW920000061US3
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**APPLICANTS**

Roy Frank Brabson, Raleigh, NC;  
John L. Brady, Apex, NC;  
Wesley McMillan Devine, Apex, NC;  
Carroll E. Fulkerson JR., Raleigh, NC;  
Lap Thiet Huynh, Raleigh, NC;  
Constantinos Kassimis, Apex, NC;  
Patrick S. O'Donnell, Apex, NC;  
Arthur J. Stagg, Raleigh, NC;

**\*\* CONTINUING DATA \*\*\*\*\***

This application is a CIP of 09/693,268 10/20/2000 PAT 7,089,294  
which is a CIP of 09/645,651 08/24/2000 PAT 6,820,121

**\*\* FOREIGN APPLICATIONS \*\*\*\*\*****IF REQUIRED, FOREIGN FILING LICENSE GRANTED****\*\* 03/01/2001**

Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no	<b>STATE OR COUNTRY</b> NC	<b>SHEETS DRAWING</b> 6	<b>TOTAL CLAIMS</b> 35	<b>INDEPENDENT CLAIMS</b> 7	
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance					
Verified and Acknowledged	Examiner's Signature	Initials			

**ADDRESS**

25259

**TITLE**

METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR PROVIDING TRANSACTIONAL  
QUALITY OF SERVICE

<b>FILING FEE RECEIVED</b> 1730	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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